

ATTORNEY DOCKET NO. 19333.0001U1  
PATENT**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of	)	
	)	
Manasseh et al.	)	Art Unit: Unassigned
	)	
Application No. 10/506,368	)	Examiner: Unassigned
	)	
Filing Date: September 2, 2004	)	Confirmation No. Unassigned
	)	
For: A SYSTEM AND METHOD FOR	)	
TRAVELER INTERACTIONS	)	
MANAGEMENT	)	

**INFORMATION DISCLOSURE STATEMENT**

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NEEDLE & ROSENBERG, P.C.  
Customer Number 23859

Sir:

Pursuant to the requirements of 37 C.F.R. § 1.56, submitted herewith on the accompanying Information Disclosure Statement List is a listing of documents known to Applicants and/or their attorneys. In accordance with 37 C.F.R. §1.98(a)(2), copies of any cited U.S. patent or U.S. patent application publication documents are not enclosed. Copies of any cited foreign patent document and/or any non-patent publication are enclosed.

This Information Disclosure Statement is believed to be filed in a timely manner pursuant to 37 C.F.R. § 1.97(b)(3), in that a first Office Action on the merits of the present patent application has not yet been mailed to Applicants.

Consideration of the cited documents and making the same of record in the prosecution of the above-referenced application are respectfully requested.

ATTORNEY DOCKET NO. 19333.0001U1  
Application No. 10/506,368

No fee is believed due; however, the Commissioner is hereby authorized to charge any additional fees which may be required, or credit any overpayment to Deposit Account No. 14-0629.

Respectfully submitted,

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PTO/SB/08a (08-03)

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Substitute for form 1449A/PTO				Complete if Known	
<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>  <i>(use as many sheets as necessary)</i>				Application Number	10/506,368
				Filing Date	March 6, 2003
				First Named Inventor	MANASSEH Frederick, Mark et al.
				Art Unit	
				Examiner Name	
Sheet	1	of	3	Attorney Docket Number	19333.0001U1
U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. <sup>1</sup>	Document Number  Number-Kind Code <sup>2</sup> (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
	1	US-6327343 B1	12-4-2001	EPSTEIN et al.	col. 5 lines 9-65, col. 7 lines 14-65, fig. 3A, fig. 3B
	2	US-6427137 B2	7-30-2002	PETRUSHIN	abstract, col. 6 lines 45- 67, col. 8 lines 36-54
	3	US-2003/0059016 A1	3-27-2003	LIEBERMAN et al.	
	4	US-6704409 B1	3-9-2004	DILIP et al.	
	5	US-6212178 B1	4-3-2001	BECK	
	6	US-5091780 A	2-25-1992	POMERLEAU	fig. 2, col. 3, line 57 - col. 6, line 21
	7	US-5307170 A	4-26-1994	ITSUMI et al.	col. 9, lines 25-40
	8	US-5734441 A	3-31-1998	KONDO et al.	fig. 6, col. 8, lines 20- 54
	9	US-4145715	3-20-1979	CLEVER Eric C.	col. 1, line 1 - col. 2, line 24, col. 3 line 33- 58
	10	US-2002/0087385 A1	7-4-2002	VINCENT	
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	19	US-6092197	7-18-2000	COUEIGNOUX	
	20	US-6070142	5-30-2000	MCDONOUGH et al.	
	21	US-6014647	1-11-2000	NIZZAR et al.	
	22	US-6330025	12-11-2001	ARAZI et al.	
	23	US-5303045 A	4-12-1994	RICHARDS et al.	abstract
	24	US-5404170 A	4-4-1995	KEATING	abstract
	25	US-5519446 A	5-21-1996	LEE	abstract
	26	US-5742349 A	4-21-1998	CHOI et al.	abstract
	27	US-5790096 A	8-4-1998	HILL, Jr.	abstract
	28	US-5796439 A	8-18-1998	HEWETT et al.	abstract
	29	US-6037991 A	3-14-2000	THRO et al.	abstract
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	31	US-6111610 A	8-29-2000	FAROUDJA	abstract
	32	US-5353618	10-4-1994	Crick	

	33	US-6404857	6-11-2002	Blair et al.	
	34	US-4821118 A	4-11-1989	LAFRENIERE	fig. 10, col. 9 line 44-68, col. 11 line 8 - col. 12 line 16, col. 13 line 1-22
	35	US-6097429	8-1-2000	SEELY et al.	abstract, col. 8 Line 31-col. 9 line 5, col. 13 line 5 - col. 14 line 17
	36	US-6559769	5-6-2003	ANTHONY et al.	abstract, fig. 6, col. 4 line 48 - col. 5 line 6, col. 17 line 44 - col. 19 line 6
	37	US-2001/0043697 A1	11-22-2001	COX et al.	abstract, page 1, paragraph 15
	38	US-6441734 B1	8-27-2002	GUTTA et al.	abstract
	39	US-2003/0128099 A1	7-10-2003	COCKERHAM	abstract, page 5 par. 51, page 5-6 par. 59, page 7, par 70-71
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#### FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Documents	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T <sup>6</sup>
		Country Code <sup>3</sup> Number <sup>4</sup> Kind Code <sup>5</sup> (if known)				
	42	WO 03 013113 A2	2-13-2003	BLAIR et al.		
	43	WO 98 01838 A	1-15-1998	SULLIVAN Patrick J.	page 1, line 1 - page 3 line 20, page 6 line 4 - page 9, line 14	
	44	WO 95 29470 A	11-2-1995	KATZ Barry	abstract, page 1, line 4-8, page 5, line 15 - page 10 line 8, page 13 line 21 - page 16, line 22	
	45	WO 03 067884 A1	8-14-2003	Yeredor et al.		
	46	GB 9916430.3	7-13-1999	Racal		
	47	WO 03/067360 A2	8-14-2003	Elazar et al		
Examiner Signature				Date Considered		

\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of copy of this form with next communication to applicant. <sup>1</sup> Applicant's unique citation designation number (optional). <sup>2</sup> See Kinds Codes of USPTO Patent Documents at [www.uspto.gov](http://www.uspto.gov) or MPEP 901.04. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3).

<sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup> Applicant is to place a check mark here if English language Translation is attached.

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			First Named Inventor	MANASSEH Frederick, Mark et al.	
			Group Art Unit		
			Examiner Name		
Sheet	2	Of	3	Attorney Docket Number	19333,0001U1
OTHER PRIOR ART – NON PATENT LITERATURE DOCUMENTS					
Examiner Initials	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial symposium, catalog, etc.) date, page(s), volume-issue number(s), publisher, city and/or country where published.			T <sup>2</sup>
	48	SEDOR - Internet pages form <a href="http://www.dallmeier-electronic.com">http://www.dallmeier-electronic.com</a>			
	49	NiceVision - Secure your Vision, a prospect by NICE Systems, Ltd.			
	50	NICE Systems announces New Aviation Security Initiative, reprinted from Security Technology & Design			
	51	(Hebrew) "the Camera That Never Sleeps" from Yediot Aharonot			
	52	FREEDMAN, I. Closing the Contact Center Quality Loop with Customer Experience Management, Customer Interaction Solutions, Vol. 19, no. 9, March 2001			
	53	PR NEWswire, NICE Redefines Customer Interactions with Launch of Customer Experience Management, 13 June 2000			
	54	PR NEWswire, Recognition Systems and Hyperion to Provide Closed Loop CRM Analytic Applications, 17 November 1999			
	55	Financial companies want to turn regulatory burden into competitive advantage, 24-Feb-2003, printed from InformationWeek, <a href="http://www.informationweek.com/story/IWK20030223S0002">http://www.informationweek.com/story/IWK20030223S0002</a>			
	56	(Hebrew) print from Haaretz, "The Computer at the Other End of the Line", Feb-17-2002			

Signature		Considered	
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